

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 33 - Kern County Aging and Adult Services HICAP

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	28	32	35	46	141
Estimated Number of Attendees	815	862	847	1,603	4,127
Estimated Number of Persons Provided Enrollment Assistance	0	0	30	3	33
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	3	9	2	5	19
Estimated Number of Attendees	2,709	3,458	2,060	1,030	9,257
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	1	1
Estimated Number of Persons Reached	0	0	0	40	40

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	6	5	1	1	13
Estimated Number of Targeted Persons Reached	16,000	15,500	250	250	32,000
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	34	47	81
Total Hours for Length of Activities	0.00	0.00	25.10	80.50	105.60
HICAP In-Kind Paid Staff					
Total Presenters	0	0	2	5	7
Total Hours for Length of Activities	0.00	0.00	0.30	4.00	4.30
HICAP Volunteer Staff					
Total Presenters	0	0	2	1	3
Total Hours for Length of Activities	0.00	0.00	10.00	4.00	14.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	14	39	18	10	8
Employer Termination - COBRA	0	0	2	6	1
General HICAP Information	0	0	1	0	1
Grievances / Appeals - Plan Issues	33	42	20	48	143
Long-Term Care / Insurance	1	5	0	1	7
Low Income Subsidy (LIS) / Application Assistance	2	2	1	0	5
Medicare (Parts A & B)	24	35	27	37	123
Medicare Advantage (Part C)	23	32	25	37	117
Medicare Fraud / Abuse	18	39	36	34	127
Medicare Prescription Drug Coverage (Part D)	26	40	30	42	138
Medigap / Medicare Supplements	27	43	37	43	150
Non-Medicare Fraud/Abuse	5	12	23	25	65
Other Topics / Issues (Health Specific)	0	0	0	2	2
	1	0	0	1	2

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	1	1	2
Preventive Care Benefits	7	32	16	29	84
QMB/SLMB/QI	16	4	3	16	39
Volunteer Recruitment	0	0	12	0	12
Targeted Audience					
African American	14	36	6	24	80
American Indian or Naitave Alaskan	13	17	0	5	35
Asian Indian	0	0	0	2	2
Caucasian	30	46	31	36	143
Chinese	0	0	0	1	1
Disabled	32	44	37	31	144
Dual Eligible Groups	0	0	26	20	46
Employer Related Groups	19	25	4	7	55
Family Member/Caregiver of Beneficiary	27	44	34	33	138
Filipino	0	0	4	8	12
Guamanian or Chamorro	0	0	0	1	1
Hispanic / Latino	28	43	25	37	133
Hmong	0	0	0	1	1
Japanese	0	0	1	1	2
Korean	0	0	2	2	4
Low Income	31	39	32	43	145
Medicare Beneficiaries	34	45	37	35	151
Medicare Pre-Enrollees	0	0	13	29	42
Mental Health	14	12	2	12	40
Mental Health Professionals	0	0	3	6	9
Native Hawaiian	0	0	0	2	2
Other	1	0	0	0	1
Other Asian	18	15	0	8	41
Other Pacific Islander	18	18	2	2	40
Partnership Outreach	0	0	2	1	3
Presentations to Groups in Language Other than English	14	22	8	10	54
Rural	29	32	25	39	125
Samoan	0	0	0	1	1
Socail Work Professionals	0	0	4	5	9
Some Other Race or Ethnicity	0	0	0	2	2
Vietnamese	0	0	0	1	1

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	809	1,850	707	1,279	4,645
"Taking Care of Tomorrow"	0	1,550	0	15	1,565
Other Publications (Created by or on Behalf of Local HICAP)	2,252	4,812	1,479	731	9,274
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	1	0	1

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	592	941	827	580	2,940
Total Finalized Intakes	184	557	468	288	1,497
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	63	140	106	67	376
Aging into Medicare Postacd - CDA HICAP	0	1	19	3	23
CDA HICAP	7	37	28	2	74
CHA	0	0	0	0	0
CMS/Medicare	21	120	94	37	272
Friend/Relative	38	103	66	37	244
InfoVan	1	1	0	0	2
Internet	1	1	2	1	5
Mailings	0	0	3	5	8
Media	3	16	7	2	28
Other	40	78	87	63	268
Presentations	2	23	17	5	47
Previous Contacts	1	0	14	25	40
State Website	0	0	0	0	0
Missing/Not Collected	7	37	25	41	110
Mode of Client Contact					
Quick Call Contacts	531	490	447	363	1,831
Contacts by Telephone	277	988	769	656	2,690
Contacts In Person at home	1	8	2	1	12
Contacts In Person at site	124	399	395	185	1,103
Contacts by E-Mail	567	2,011	538	123	3,239
Contacts by Mail/Fax	1	16	156	228	401
Total Number of Client Contacts:	1,501	3,912	2,307	1,556	9,276
Contact Status Types					
General info	3	211	1,085	813	2,112
Detailed Assistance	6	115	1,225	968	2,314
Problem Solving/Resolution	0	3	30	44	77
Total Counseling Time Spent by Counselor Type					
Program Manager	44.45	248.30	174.00	33.20	499.95
Volunteer	0.55	5.10	3.05	0.00	8.70
Paid	267.15	894.45	762.45	536.50	2,460.55
In-Kind	0.00	4.05	12.00	25.05	41.10
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	58	144	136	89	427
Race					
African American/Black	8	46	34	18	106

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	1	3	3	2	9
Caucasian/White	107	310	248	151	816
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	3	7	3	1	14
Chinese	0	1	0	0	1
Filipino	2	11	9	5	27
Japanese	0	0	0	0	0
Hmong	0	0	0	0	0
Korean	0	2	0	0	2
Vietnamese	1	0	0	2	3
Other Pacific Islander	1	0	0	1	2
Other Asian	1	6	2	1	10
Two or More Race	17	28	42	23	110
Some Other race	5	17	16	8	46
Not Collected	38	126	111	76	351
Gender					
Female	90	327	269	161	847
Male	87	218	193	124	622
Not Collected	7	12	6	3	28
Monthly Income					
Less than 150% of FPL	108	332	302	166	908
Equal To/Greater than 150% of FPL	75	213	155	98	541
Not collected	1	12	11	24	48
Client Asset Limits					
Below LIS Asset limit	0	2	55	67	124
At or Above LIS Asset Limit	0	1	20	33	54
Not Collected	184	554	393	188	1,319

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	13	42	23	16	94
Limited English Proficient (LEP)	24	56	58	39	177
Dual Eligible	94	316	279	154	843
Medicare Status Due to Disability	54	123	133	82	392
Dual Eligible due to Mental Disability	0	1	40	13	54
Applying/Receiving Social Security/Medicare Disability	0	9	128	81	218
Age					
Under 60	40	103	95	65	303
60-64	14	42	43	34	133
65-74	80	236	190	111	617
75-84	31	120	96	53	300
85+	17	48	39	20	124
Not Collected	2	8	5	5	20
Marital Status					
Married	61	188	154	104	507
Never Married	18	59	45	30	152
Separated	6	18	9	15	48
Divorced	42	92	92	50	276
Widowed	40	125	93	62	320
Domestic Partner	0	4	3	0	7
Not Collected	17	71	72	27	187
Estimated Financial Saving					
Clients with Financial Savings	87	207	161	136	591
Estimated Dollars Saved	\$403,332.00	\$638,214.00	\$744,818.00	\$413,152.76	\$2,199,516.76

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	174	546	467	284	1,471
Benefit Comparisons/Explanation/Coverge Changes	15	20	157	222	414
Appeals/Grievances	0	1	1	0	2
Billings/Claims	53	85	45	37	220
Fraud/Abuse	0	0	0	6	6
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	3	2	2	0	7
Billings/Claims	2	0	1	0	3
LTC Partnership	0	0	1	0	1
Appeal/Greivances	0	0	0	0	0
Fraud/Abuse	0	1	0	0	1
Other LTC	0	0	2	0	2
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	35	104	72	56	267
Benefit Explanation	35	95	62	55	247
Appeals/Grievances	0	0	0	0	0
Billings/Claims	0	3	1	0	4
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	35	94	54	39	222
Quality of Care	0	0	0	0	0
Plan Comparison	0	3	29	29	61
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	79	194	171	102	546
Benefit Explanation	74	168	156	99	497
Appeals/Grievances	0	1	1	3	5
Billings/Claims	3	11	11	13	38
Fraud/Abuse	0	1	0	1	2
Coverage Changes/Disenrollment	73	155	150	78	456
Plan Non Renewal	0	0	0	1	1
Plan Comparison	0	14	94	54	162
Enrollment/Enrollment Asistance	0	9	28	6	43
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	2	0	2
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	4	18	160	123	305
Medi-Cal Application Assistance	0	5	40	30	75

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	13	15	76	90	194
MSP Application Assistance	0	0	8	1	9
Medi-Cal/QMB Claims	0	0	27	38	65
Fraud/Abuse	0	0	0	1	1
Other	119	314	121	46	600
Other					
Employer/Federal Health Benefits (FEHB)	28	63	43	37	171
Military Benefits	3	7	3	5	18
COBRA	8	11	11	1	31
Mental Health Topics	3	3	42	9	57
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	3	4	7
Other	4	4	3	2	13
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	1	45	292	168	506
Eligibility/Screening	103	444	351	153	1,051
Plan Comparison	60	357	253	95	765
Enrollment/Anrollment Assistance	26	168	112	34	340
Billings/Claims	4	20	34	17	75
Coverage Changes	5	102	259	104	470
Re-enrollment	0	0	0	1	1
Disenrollment	0	0	3	3	6
TROOP	1	0	4	0	5
Other	20	36	39	17	112
LIS / Extra Help					
Eligibility / Screening	38	93	126	123	380
Benefit Explanation	0	3	76	56	135
Application Assistance	19	37	53	28	137
Claims/Billings	0	1	1	1	3
Appeals / Grievances	0	1	0	0	1
Other Prescription Drug CoveragePlans					
Union/employer	2	7	16	16	41
PPARx	4	24	16	16	60
Military Drug Benefit	0	0	1	1	2
Manufacturer Program	2	22	17	14	55
Other	0	0	1	1	2
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	20	46	53	34	153
Lag Time	1	2	0	0	3
Multiple Enrollment	1	1	0	0	2
Poor Training of Agents	0	1	0	0	1
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	1	5	8	10	24
Dosage problem	0	0	3	0	3
Data problems	5	3	6	8	22
Delay in medications	3	0	8	10	21
Incorrect Co-Pay/Can't Afford Co-Pay	0	2	2	0	4
Client reached donut hole	4	10	16	5	35
SSA Premium withheld	0	0	1	0	1
Appeals/Grievances	0	0	1	2	3
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	2	9	2	13
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	1	1
Part D Plan:	0	0	0	0	0
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	2	9	2	2	15
TOTAL MEDICARE PART D COMPLAINTS	2	9	2	3	16

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0

800 Medicare Line Issues

Total number of Calls with Issues	0	1	1	2	4
Total duration of calls	0.00	0.00	0.00	0.12	0.12